

Workplace Development - Lesson 4: Business Etiquette

Tuesday, October 27, 2009
10:29 AM

Objective:

You will define business etiquette and suggest ways to improve it, in a variety of environments.

Resources:

Wikispaces, GCF, MS Word
An organization, place, group, institution to observe.

Introduction:

1. Podcasts - <http://www.emilypost.com/business/podcasts/070722b.mp3>
2. Questions - Have you ever been in a situation where you did not know how to behave or what to say or do?

Have you ever been offended someone without meaning to?

3. Review the [San Diego State University's Business Etiquette Quiz](http://www.gcflearnfree.org/computer/lesson.aspx?id=444)
Pasted from <<http://www.gcflearnfree.org/computer/lesson.aspx?id=444>>

Task Title	Point Value	Time	Description
Review materials Conduct an informal observation	30	30 min + homework	Read the chapter, review the San Diego University tutorial and reflect on the content. Do's and Don'ts of etiquette. Observe a group of professionals and their behaviors.
Lesson 4	30	30 min	Totals - about 1 class period

💡 Consider integrating this assignment with a Job Shadow experience. You could reflect back on the experience as well as planning ahead and observing while you are shadowing.

Observation!

Write a reflection about your observation of business etiquette in our communities. You choose the organization, institution or group, make sure you clarify which area you are observing. Use the information provided in this chapter to guide you.

Background Info:

Focus on "Do Some Research" on bottom of page 4.

When at work (school), pay attention to the manners and habit of your supervisor (teachers), mentor (older peers), senior management (administration), and other key players (secretaries, custodians). If you are unsure about displaying proper etiquette, consider asking the leader in that situation for advice.

Manners expected in the Workplace - things to watch for and look at

When Observing - choose specific behaviors to watch for I have listed a few to get your started:

How are the customers or clients treated?

How are the employees treated?

How is the administration or management or leaders treated?

How are the people dressed?

How do they answer their phones? Do they have phones?

(Come up with more behaviors that would be appropriate for the setting you choose.)

Make suggestions for improvement!

Courteous and respectful behavior should look like... (you finish)